NETWORK MANAGER REPORT

JUNE 2005

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

A lot has happened in the month of June. Two new hires joined the Alabama Interactive team filling the Director of Marketing and Lead Developer positions. In addition, three new applications have been prepared to go live and others have been added to the project queue.

Highlights during the month were:

- Alabama's Pioneer Award for the Local Government Reporting Application received accolades while being exhibited at the Government Solutions Center's Annual Conference held in Washington at the beginning of June. Alabama Interactive's Director of Development, Darrell Faulcon attended the event and demonstrated the application during the award exhibition. The Department of Revenue was represented by Donna Joyner, Joe Cowen.

- alabama.gov Wireless went live in June. The wireless version of the state's portal is a lightweight, efficient way for visitors to get information via internet-enabled handheld devices. When a visitor logs on to alabama.gov from their PDA, alabama.gov's wireless portal loads automatically, eliminating the visitor's need to wade through navigation and images to access the wireless site.

- DCNR has experienced great success year over year with their licensing application system. Fishing license sales have almost doubled for the month of June, totaling 28,956 sales.

- Functional specifications were signed for the license renewal application requested by the Real Estate Appraisers Board. The application is currently in development.

- DCNR requested updates to the Becoming an Outdoors Woman's fall registration application. Those changes have been made throughout June in preparation for a July go live date. A revamping of the application was also discussed and is on hold until winter.

- Alabama Correctional Industries, a division of the Department of Corrections, approached Alabama Interactive and ISD about the possibility of developing an online store, similar to the one being used by the DCNR. The store would market products developed by the agency, such as furniture and other items of interest for public purchase and have the ability to pay via AI's merchant services.

- The Alabama Board of Registration for Forester's online license renewal application is on target to go live at the beginning of July.

- The Department of Public Health approached AI to develop a license renewal application for Provider Service Facilities. Functional specifications are currently being drawn up. ADPH has requested the application be available in November.

- The Department of Public Health's online payment service for Children's Health Insurance Program Payments (CHIP) went live in June. We are currently awaiting feedback from the agency regarding online payment for Home and Community Health.

Marketing

A new director of marketing joined AI in mid-June. He has been training with the former AI director's of marketing, as well as the staff of NIC's Oklahoma portal.

A press release regarding the improved state portal has been submitted for approval. Because the portal saw some major additions and changes, it is expected that this will lend a good opportunity for strong press coverage.

With the release of alabama.gov version 3.0, AI plans to release marketing materials that will be associated with the newest version of the portal. These materials will be distributed to schools, libraries and state agencies to help market and educate to the public about the many uses and features of the alabama.gov portal.

Development

The Department of Conservation and Natural Resources has requested an online boat registration application. A meeting was held in June to discuss the needs and current situation surrounding boat registrations. This application will allow users to apply for their boat registrations online. This application is currently in the business design phase. Also, Becoming and Outdoors Woman's registration page for the fall program has been updated and is ready for deployment July 1st.

The Alabama Department of Environmental Management requested updates to the Smoke School Registration application in preparation for the fall courses. These changes have been made and the application should be ready for the fall registration period. Also, the Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is ready for production and is currently awaiting partner approval.

The Department of Public Safety has requested an investigation into the feasibility of interfacing with their Reinstatement application to provide merchant services capabilities. This project is in the technical requirements gathering phase as we outline communication procedures.

The Board of Nursing has asked us to look at a new application that would allow Alabama nurses to apply for an Advanced Practice license online. This application is in the technical requirements gathering phase as we design a new extract interface for all of their applications including this one. The extract interface has been designed and is undergoing review by the Board of Nursing and Alabama Interactive. The application would allow for Clinical Nurse Specialists and Registered Nurse Anesthetists to apply for their Alabama license online. This application is currently in the redevelopment phase.

At the request of DCNR's Marine Resources, new input screens and application flows are being designed to capture additional information necessary for sale of certain license types. The update to this application also includes a new search module which will enhance the ability of users to search for the license information they need. Currently the search application is undergoing user acceptance testing while additional business requirements are being gathered for the Point of Sale system.

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and MiniCode License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription
Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service will allow chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online.	This application is complete and in production.

Agency	Application	Description	Status
Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application will allow HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application will allow payment of CHIP premiums by credit card.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Course Renewal	This service will allow renewal courses for continuing education credit.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service will allow taxpayers to file a request for income tax extension.	This application is complete and in production.
Alabama Board of Registration for Foresters	License Renewal	This application will allow licensed foresters to renew their license online.	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is under development	On-going
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005

Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in development/testing.	August 2005
Alabama Board of Registration for Foresters	License Renewal	This application will allow licensed foresters to renew their license online.	This application is in agency testing.	July 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005
Alabama Homebuilders Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is in pre-project planning.	October 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is in pre-project planning.	August 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is in pre-project planning.	December 2005

Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's to renew their license online	This application is in development.	August 2005
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application will allow online payment for license renewal.	This application is in development.	October 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2005
Alabama Real Estate Commission	Transfer and Change of Information	This application allows for the changing or updating of addresses and personal information and transfer of license.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama State Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is in the planning phase.	October 2005

SERVICE REQUESTS

Service Request #68
Alabama Department of Corrections, Alabama Correctional Industries- Online Store
Alabama Interactive requests and recommends that this service for the Alabama Department of Corrections is added to the network as a charge service. The Alabama Department of Corrections online store is at no cost to the Alabama Department of Corrections.

Service Request #69
Alabama Department of Conservation and Natural Resources- Online Boat Renewals
Alabama Interactive requests and recommends that this service for the Alabama Department of Conservation and Natural Resources is added to the network as a charge service. The Alabama Department of Conservation and Recreation boat registration renewal application is at no cost to the Alabama Department of Conservation and Natural Resources.

Service Request #70
Alabama Department of Public Health- Provider Services Facility License Renewal
Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network as a charge service. The Alabama Department of Public Health assisted living online renewal application is at no cost to the Alabama Department of Public Health.

Service Request #71
Alabama State Board of Licensure for Professional Engineers and Land Surveyors- License Renewal
Alabama Interactive requests and recommends that this service for the Alabama State Board of Licensure for Professional Engineers and Land Surveyors is added to the network as a charge service. The Alabama State Board of Licensure for Professional Engineers and Land Surveyors online license renewal application is at no cost to the Alabama State Board of Licensure for Professional Engineers and Land Surveyors.

MONTH IN REVIEW

June Financial Report (Alabama Interactive)

Total June AI Network Transactions:	192,275
Average Successful Request per Day:	6,409
Total June alabama.gov Visitors:	264,373
Total June alabama.gov Page Views:	1,158,686
Total June alabama.gov Chats or Offline Messages from Live Help:	680

CUSTOMER SERVICE

Customer service was full of highlights for the month of June. One notable chat was with a user from Florida and our Client Services Manager, Tara Littleton. The user was looking for information about the state census records and we were able to provide the information in a matter of seconds. The user was so amazed that she said, "Thanks very much. This is a really neat way to get info – makes me proud to be an Alabama girl!".

OPERATIONS & ADMINISTRATION

PHP, the substitute for Live Help was purchased and is expected to go into effect in July.

During the month of June both the new Lead Developer, Robert Hines and Director of Marketing, Sloane Wright began.

OTHER BUSINESS/IN CLOSING

The second quarter of 2005 closed strong. The addition of new staff and a large number of new service requests have kept the project queue balanced.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,
Winn McInnis